



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
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DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 909

DATE: July 13, 2010
TO: Iowa Medicaid Providers
FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)
RE: Electronic Payments and Provider Notification Letters
EFFECTIVE: August 2010

Beginning in August 2010, provider payments, Informational Letters and Medicaid Provider General Letters will be transmitted exclusively in an electronic format. These changes are part of a larger and continuing commitment to help make Medicaid as responsive and cost effective as possible.

Informational Letters

Informational Letters (like this one) that notify Medicaid providers about various program and policy changes are currently mailed to the provider's listed correspondence address on file at the IME. On and after **August 23, 2010**, these will only be available electronically. Providers can already access all Informational Letters on the Provider Bulletins section of our website:
<http://www.ime.state.ia.us/Providers/Bulletins.html>.

General Letters (Manual Transmittals)

Letters transmitting changes to Medicaid provider manuals are currently mailed to the provider's listed correspondence address on file at the IME. On and after **August 23, 2010**, these will only be available electronically. Providers can already access all Medicaid Provider General Letters on the Provider Manual section of our website:
<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/medprovgl.htm>.

For both types of letter, an additional notification mechanism is being designed for the Iowa Medicaid Portal Access (IMPA) website at: <https://secureapp.dhs.state.ia.us/impal>; details of this new feature will be sent as soon as it is complete and tested.

Note: Providers can go to their local public library to access Informational Letters, Medicaid Provider General Letters and other Iowa Medicaid information via the Internet.

Provider Payment

Provider payments will only be transmitted via an electronic format effective with the **August 23, 2010 payment cycle** with funds available the following Thursday, August 26, 2010. Paper checks will no longer be issued as of this date. Providers have until **August 9, 2010 to sign up for Electronic Funds Transfer (EFT) through Provider Services.**

- This will not impact CDAC providers who are already dues paying members of AFSCME and receive their payments from BMGI. Only those CDAC providers who are paid directly by the IME via paper check will need to make a change.
- Every provider with a bank account that still receives a paper check from the IME should complete an EFT Authorization (form 470-4202) to set up the EFT transaction. Providers who do not have a bank account, are encouraged to establish one and sign up for EFT. The EFT request form can be obtained at <http://www.ime.state.ia.us/Providers/Forms.html>, or by calling the number below. The form may be faxed to 515-725-1155 or mailed to the address on the form and received at the IME no later than August 9, 2010.
- Providers who have not signed up for EFT by August 9, 2010 will automatically be issued a debit card. More details regarding the debit card will be sent at a later date.
- Providers paid through the debit card process may still sign up for EFT at any time to change how subsequent Medicaid payments are delivered.

The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or locally (in Des Moines) at 515-256-4609, or by e-mail at imeproviderservices@dhs.state.ia.us.